

The Denver Federal Executive Board Presents

The Legacy Award

Recognizing Excellence in Public Service



*"Ask not what your country can do for you,
but what you can do for your country."*

There can be only one...



Denver Federal Executive Board

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January 2004

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2003 DFEB LEGACY AWARD WINNER

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MEMORANDUM TO DENVER FEDERAL EXECUTIVE BOARD MEMBERS,
ALL COLORADO STATE AND LOCAL GOVERNMENT OFFICES, AND ALL
MEMBERS OF THE COLORADO CHAPTERS OF THE NATIONAL
ASSOCIATION OF RETIRED FEDERAL EMPLOYEES

SUBJECT: 2004 LEGACY AWARDS PROGRAM

(Formerly the Excellence in Government Awards)

DEADLINE: February 7, 2004

The Denver Federal Executive Board (DFEB) is celebrating its 42nd Annual Public Service Awards Program in conjunction with the national observance of "Public Service Recognition Week." The awards program was created by the Board to recognize exceptional accomplishments and contributions of dedicated Federal public servants in the Denver/Boulder metropolitan area including recognition of the outstanding achievements of our fellow public servants at the state, local and federal retiree levels. As always, this program is dedicated to public servants who continue to create "A Legacy of Exceptional Public Service."

This past year, our country and government have experienced challenges. Adapting to change has become the norm. Through it all, public servants have quietly met those challenges—transforming government into a streamlined mechanism able to serve the American public in the most expeditious manner possible. Now it is time to recognize the exceptional accomplishments of these silent servants of the American public.

Every day, public servants face scrutiny by the media and by the public. They are constantly judged for the things that go wrong with the government, but very seldom are they praised for the overwhelming things that go right in government. This is your chance to change that—to praise them for the exceptional accomplishments they have made—by nominating them and their work for a Legacy Award.

The idea of the Legacy Awards came from the legacy President John F. Kennedy left to this nation and to federal workers when he established the Federal Executive Boards in 1961. President John F. Kennedy, in his inaugural address, proclaimed that "the torch had been passed to a new generation of Americans" and asked not only that generation, but a whole nation to "ask not what your country can do for you, but what you can do for your country." In continuing to improve the business of the government of the United States of America, public servants continue to answer President Kennedy's challenge.

The Legacy Award is a crystal tower with a flame set atop; it symbolizes the foundations of the past and the torch that is passed to the new generation of federal public servants. The flame itself represents the desire to serve our country and it is the light that illuminates the way into the future.

The winner of "The 2004 Legacy Award" becomes part of the legacy of the Denver Federal Executive Board and represents the exceptional accomplishments of our local public servants. Therefore, only the best can be selected as the winner of this very prestigious award

The award program recognizes the exceptional accomplishments of local public servants at all levels of government. The nomination process is simple. All that is required is for nominators to answer eight questions. Provide a paragraph-length answer for each question and to write a one-page or less nomination justification. Only one award is given for federal nominees and one combined award for State and Local government nominees in each category. This makes the competition tough, but the reward so much more valuable.

Members of the DFEB Executive Committee will review the nominations in each category and select a federal and non-federal winner. The DFEB Executive Committee will re-review those six federal category winners and select one to be the recipient of "The Legacy Award"—the very best of the best! All of the results to only be announced at the awards ceremony.

Eligibility for all awards includes agencies, teams, and/or individuals. Again, all Colorado State and local government offices are eligible for awards in all categories, except the DFEB/NARFE Federal Retiree Community Service Award.

Award categories are:

- Exceptional Customer Service
- Exceptional Productivity or Process Improvement Award
- Exceptional Quality Improvement Award
- Exceptional Emergency/Security Preparedness Award
- Exceptional Diversity/Unity Education Award
- Exceptional Community Service Contribution Award
- DFEB/NARFE Federal Retiree Community Service Award

This year, the awards program is scheduled for Wednesday, May 5, 2004. We will recognize all qualified nominees at the ceremony. All nomination submissions must be **postmarked or delivered** to the DFEB office by the **deadline of February 7, 2004**—no exceptions!

We hope you will encourage your staff's participation in this awards program, as this program provides you with an excellent opportunity to recognize your agency and employees who continually strive for quality performance.

If you have any questions, please call the DFEB office at (303) 676-7009. We look forward to many nominations this year and a highly competitive awards program. Thank you for your continued participation, support and commitment.



ED THORSLAND, JR.
Chairperson

2004
Denver Federal Executive Board



LEGACY AWARDS PROGRAM

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NOMINATION PROCEDURES

All federal agencies, Colorado State and local government offices are eligible to submit nominations for any award in the Legacy Awards program, excluding the NARFE Award. One award will be awarded to a federal nominee and one award to either State or local government nominee in each category (excluding NARFE):

- Exceptional Customer Service
- Exceptional Productivity or Process Improvement
- Exceptional Quality Improvement
- Exceptional Emergency/Security Preparedness
- Exceptional Diversity/Unity Education
- Exceptional Community Service Contribution
- Federal Retiree Community Service

Guidelines for submitting nominations to the DFEB office are as follows:

1. All nominations must be approved and signed by the agency leader (director, commander, regional director/ administrator, etc.) or designated representative. If a nominee is the highest-ranking federal employee in this area, the nominator must obtain endorsement from that individual's higher headquarters.
2. There can only be one nominee submitted per category from any agency. If more than one nomination is submitted within the agency, the agency must choose its best nominee for submission to the DFEB or, if possible, submit one of them under another category.
3. All nominations must be postmarked or delivered to the DFEB office by **Friday, February 7, 2004**. Address them to the DFEB Office. **ABSOLUTELY NO EXTENSIONS WILL BE GRANTED!**
4. Each nomination must answer all questions on the Award Nomination Information Sheet.
 - Provide complete Nominee Information
 - Answer Justification (8 questions, paragraph-length answers, restate the question)
 - Provide a one-page or less written nomination justification, and state which nomination criteria factors are being supported
 - The agency leader must sign the Legacy Award Nomination Sheet
 - Include two 4"x 6" photographs of the nominees in black and white or color, or very high-quality digital (300 d.p.i. minimum). Also include names. (Do not send low-resolution digitals.)
5. Nomination packages will not be longer than 4-5 pages, total package (excluding photos and names.) (Nomination cover sheet, answers to award justification questions, and a one-page or less written nomination justification.) Submit 1 original, 3 paper copies and a one copy by e-mail or on a disk in MS Word. Nominations must be typewritten on 8-1/2" x 11" paper and no smaller than 10-point font size.
6. All nominees (except for the NARFE Community Service Award) must have been employed by a Federal, Colorado State, or Local government agency or office, not through contracting agencies; and must have worked in the Denver/Boulder metropolitan area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, and Jefferson counties) during the year 2003.
7. Nominations for the NARFE Community Service Award must be a member of a Colorado Chapter of NARFE, a retired civil servant, and have performed their community service within the state of Colorado in the year prior to the nomination due date. Nominations are due to NARFE by **February 27, 2004**.
8. Furnish two **black and white or color** 4"x 6" photographs or **high-resolution** digital photos of the nominee(s) with the nomination package (do not send Polaroid). Do not mark on the photographs. Please provide a separate sheet with typed names of team members, team name, and/or individual with each photo. Also include this information in your electronic copy of the package. For group pictures, match the name to person, i.e., Top Row, Left to Right, Joe Brown, Jan Doe, etc. Information provided will be used solely for award publicity purposes.

LEGACY AWARDS NOMINATION REQUIRED INFORMATION

(Award justification question responses and narrative should be no more than 3 pages in total)

(Assume your reader knows nothing about your project or your agency. Answer the Who, What, How, Why, Where, and When)
Please print legibly or type. Include this sheet with your nomination package. **Nominations are due Friday, February 7, 2004.**

NOMINEE INFORMATION (Print or Type)

What award category are you submitting your nomination for? _____

Is it an Individual, Team or Agency? _____

Nominee Name(s): _____

Agency: _____

Is your agency Federal, State, or Local Gov't? _____

If local government, which city? _____

Agency Contact Name and Phone Number: _____

Nominator's Name and Phone Number: _____

AWARD JUSTIFICATION QUESTIONS

(Keep answers brief, paragraph length. May be written on another sheet of paper, but be sure to include question.)

1. State the problem or situation. (What was seen that needed changing, improving, etc.?)
2. Is this beyond the scope of the nominee's normal duties? If so, how?
3. What were the major obstacles to overcome?
4. Who are your customers?
5. How was the problem solved or what was the result?
6. How does your solution provide customer service, process or productivity improvement, or quality improvement?
(or benefit to the community for Community Service Award?)
7. How widespread is the effect of the solution? Internal, Agency, Departmental, Customer, Nationwide.
8. How was the solution/improvement a benefit to the agency, government, community, or country? If applicable...
 - What were the cost savings?
 - What were the time savings?
 - What were the staff savings?

AWARD JUSTIFICATION NARRATIVE

Write a short justification narrative (1 page or less) about your nominee(s) and their accomplishment and how it improved the situation.

AGENCY LEADER'S SIGNATURE

DATE



AWARD CATEGORIES

Exceptional Customer Service



Exceptional Productivity or Process Improvement



Exceptional Quality Improvement



Exceptional Emergency/Security Preparedness



Exceptional Diversity/Unity Education



Exceptional Community Service Contribution



Denver Federal Executive Board and
National Association of Retired Federal Employees
Federal Retiree Community Service



THE LEGACY AWARD

*(Selected from the Federal award winners of the above categories,
excluding NARFE)*



NOMINATION CRITERIA GUIDELINES

EXCEPTIONAL CUSTOMER SERVICE

Award Information:

- One award will be given at the Federal level and one at the State or Local level.
- Federal award winner will compete for Legacy Award.
- All award justification questions (eight) must be answered.
- Nomination must include a one-page or less written justification narrative.

Eligibility:

- Federal, Colorado State, or Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

Criteria:

Nomination must support a significant accomplishment or contribution to achieving the agency's customer service mission, based on one or more of the following:

- Exceeding established agency customer service goals.
- Improving the delivery of agency products/services in a significant way.
- Reducing impediments ("red tape") for customers receiving the service.
- Documenting exceptional service using feedback from customers or co-workers.



EXCEPTIONAL PRODUCTIVITY OR PROCESS IMPROVEMENT

Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

Criteria:

Nominations must support a significant accomplishment or contribution to achieving distinctive productivity or process improvement, based on one or more of the following:

- Exceeding established agency productivity goals, i.e., improved scorecard goals.
- Improving agency budget and performance integration.
- Streamlining a significant agency (or inter-agency) business process.
- Improved access through electronic government initiatives.
- Improved financial performance.
- Improving the quality of agency products/services through partnerships, i.e., inter/intragovernmental and/or community cooperation.



EXCEPTIONAL QUALITY IMPROVEMENT

Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

Criteria:

Nomination must support a significant accomplishment or contribution to improving the quality of the agency's products/services, or the quality of management and the workplace environment, based on one or more of the following:

- Exceeding established agency quality improvement goals.
- Improving the quality of agency products/services in a significant way.
- Improving the workplace environment (human capital management, safety, security, training opportunities, etc.) in a significant way.
- Expanding the use and empowerment of teams within the agency.
- Managing an organization's downsizing or significant reorganization (of business process redesign) while minimizing the adverse effects on the workforce.
- Improving the quality of agency products/services through partnerships, i.e., inter/intragovernmental and/or community cooperation.



EXCEPTIONAL EMERGENCY/SECURITY PREPAREDNESS

Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions (eight) must be answered.
- Nomination must include a one-page or less written justification narrative.

Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

Criteria:

Nominations must support a significant accomplishment or contribution to achieving the agency's emergency/security mission, based on one or more of the following:

- Exceeding established agency emergency/security goals.
- Improving the quality of agency Continuity of Operations Plans in a significant manner.
- Reducing impediments ("red tape") to implementing policy, plans or procedures.
- Improving response coordination partnerships, i.e., has the response coordination been improved as a result of partnering with other Federal agencies, State or local government offices, or community entities?



EXCEPTIONAL DIVERSITY/UNITY EDUCATION

Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

Criteria:

Nominations must support significant recent accomplishments or achievements of a significant project milestone of a long-term goal, creating or supporting a multi-cultural work force reflective of a diverse society (race, color, gender, age, religion, national origin, and/or persons with disabilities). Nominations should be based on one or more of the following:

- Creative outreach
- Education
- Recruitment strategies
- Documented achievements of diversity/unity goals within the work place; i.e., hiring, advancement, retention, education.



EXCEPTIONAL COMMUNITY SERVICE CONTRIBUTION

Award Information:

- There will be one award given at the Federal level and one award to State or Local.
- Federal award winner will compete for Legacy Award.
- All eight award justification questions must be answered.
- Nomination must include a one-page or less written justification narrative.

Eligibility:

- Federal, Colorado State, and Local government agencies, or a
- Distinct team within those agencies, or an
- Individual within those agencies.
- Nominee(s) must be employed by a Federal, Colorado State, or Local government agencies, not through contracting agencies.

Criteria Factors:

Nomination must support how nominee(s) contributed to community through volunteer service, based on factors such as:

- Nominee's involvement and leadership in community activities over a sustained period of time.
- Impact of the nominee's community service.
- Other awards or honors nominee received for community volunteer service.
- Documented feedback from benefiting community activity or person.



DENVER FEDERAL EXECUTIVE BOARD & NATIONAL ASSOCIATION OF RETIRED FEDERAL EMPLOYEES

EXCEPTIONAL FEDERAL RETIREE COMMUNITY SERVICE AWARD

Eligibility:

This award recognizes the Colorado Chapters National Association of Retired Federal Employees (NARFE) for volunteer service to the public.

- Nominee(s) must be a member of a Colorado Chapter of NARFE, a retired civil servant, and have performed their community service within the state of Colorado within the year prior to the nomination due date.
- Distinct team/group of NARFE members, or an individual NARFE member.
- Note: Only one award.

Criteria Factors:

Nominations must describe in detail how the nominee(s) contributed to outstanding community volunteer service, based on the following factors:

- Nominee(s) involvement and leadership in community activities over a significant and sustained period of time.
- The impact of the nominee's community service.
- Additional awards, honors or commendations the nominee(s) has received in the past for community service.

Important Information

Nominations must be submitted to NARFE by **their** deadline.

Do not submit NARFE nominations to the DFEB, as they will not be forwarded and will not be considered for evaluation.



The Legacy Award

A legacy is something handed down from the past by a predecessor.

In 1961, President John F. Kennedy established a legacy by creating the Federal Executive Boards. These Boards were established to coalesce the resources of the federal government in matters on which the work of the departments and independent agencies converge; to offer an opportunity for a more closely coordinated approach in many activities.

Through the Legacy Awards, the members of the Denver Federal Executive Board are able to come together, to cross departmental and agency lines in order to recognize the exceptional accomplishments of our fellow public servants. These accomplishments are the legacy of our generation...and the foundation for future generations to improve upon, to enrich the quality of services provided by the federal government to the public.

Therefore, the foundations we build now to support the future, must be solid, must be made of only the highest quality Customer Service, Productivity/Process Improvements, Quality Improvements, Emergency/Security Preparedness, Diversity/Unity Education and Community Service contributions.

President John F. Kennedy once proclaimed that “the torch had been passed to a new generation of Americans” and asked not only that generation, but a whole nation to “ask not what your country can do for you, but what you can do for your country.” Through their contributions, federal employees answered his challenge. Now it is our turn to continue to improve the business of the government of the United States of America.”

That being the case, the Denver Federal Executive Board can do no less but continue to improve the way in which we recognize those accomplishments. There is only one winner per category for Federal nominations and one combined winner for State and Local nominations. The winning Federal nominations are reviewed, and one is selected as the overall winner and awarded “The Legacy Award.”

The Legacy Award is a crystal tower with a flame set atop. It symbolizes the foundations of the past and the torch that is passed to the new generation of federal public servants. The flame represents the desire to serve our country and it is the light that illuminates the way into the future. Therefore, only **THE BEST** can be selected as the winner of this prestigious award, as they are the legacy of the Denver Federal Executive Board and represent the exceptional accomplishments of our local public servants—those who continue to create

“A Legacy of Exceptional Public Service.”

PAST LEGACY AWARD WINNERS

2003 LEGACY AWARD WINNER

Pre-Discharge Team,
Department of Veterans Affairs,
Veterans Benefits Administration, Regional Office

ABOUT THE DENVER FEDERAL EXECUTIVE BOARD AND THIS AWARD PROGRAM...

The Denver Federal Executive Board (DFEB) is an organization that represents more than 140 Federal agencies in the Denver/Boulder Metropolitan area. Its membership is made up of all the leaders and military commanders of those agencies. These agency leaders and commanders represent approximately 40,000 federal public servants, military, civilian and postal, located in the Denver/Boulder metropolitan area.

The Denver Federal Executive Board's Legacy Awards Program is very special and prestigious; nominations are solicited from all Denver/Boulder metropolitan federal agencies, state and local government offices, and all Colorado Chapters of the National Association of Retired Federal Employees. Each of these agencies has the opportunity to nominate its people whose contributions have not only made a difference, but have gone above and beyond the normal scope of accomplishment. These nominees compete against the very best from other agencies. The Legacy Award Program is the only local across-the-board competition and recognition among federal agencies. Just within the local Federal sector alone, approximately 40,000 public servants are eligible to be nominated for the Awards. So, not only does that make the category winners something special, it truly underscores the fact that The Legacy Award winner is truly the "Best of the Best"!

This year marks the 42nd Anniversary of the establishment of the Federal Executive Boards, the Denver Federal Executive Board, and its Award Program. The award program was created by the Board to recognize exceptional accomplishments and contributions of dedicated Federal public servants in the Denver/Boulder metropolitan area, later, recognizing the outstanding achievements of our fellow public servants at the state, local and federal retiree levels.

This past year, our country and government has continued to experience challenges and adapting to change has become the norm. Through it all, public servants have quietly met those challenges—transforming government into a streamlined mechanism able to serve the American public in the most expeditious manner possible. Public servants from all levels of government have reviewed their processes, streamlined procedures, improved quality and increased security—all to provide the best possible customer service to America and the world. Locally, at the ceremony in May, all qualified nominees will be recognized with a certificate to honor their achievement. The Denver Federal Executive Board will present awards in seven categories to winners in the Federal sector and State and local sector. The Federal Sector winning nominations will be re-reviewed for their overall exceptional contribution to public service and a winner will be selected as the recipient of the 2004 Legacy Award.

Nomination submissions for this year are to be postmarked or delivered to the DFEB office absolutely no later than February 7, 2004, no exceptions! The NARFE Federal Retiree Community Service Award is due to NARFE by February 27, 2004.

As an agency leader, this is an excellent opportunity to thank your employees, and recognize their outstanding accomplishments and contributions. And to honor the men and women who continue to create...

"A Legacy of Exceptional Public Service."



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